

Customer Service Report for ASB



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
ASR											
Colocation-OFF	0	0	0	3	0	0	0	0	3	0	0
Colocation-ON	0	1	0	7	0	2	1	0	5	0	0
Other	0	0	0	9	0	6	0	0	3	0	0
Unix	0	0	0	2	0	1	0	0	1	0	0
Back Office Support											
Permissions/Shares	1	0	0	0	0	1	0	0	0	0	0
CC Technical Operations											
Network-Other	0	0	0	1	0	1	0	0	0	0	0
NIH Services											
Other	0	0	0	1	0	0	0	0	1	0	26
OS/390											
Printer/VPS	0	0	0	15	0	1	0	0	14	0	0
Security											
Incident	0	1	0	0	0	0	0	1	0	0	30
Web Site Issue (non-CIT)											
Development	1	0	0	0	0	0	0	0	1	0	13
Grand Total:	2	2	0	38	0	12	1	1	28	0	2

Total Tickets Closed:	29
Total Tickets Assigned/Pending/Checked Out:	13
Total Tickets Created:	42